Total Number of Online Services
Information Technology
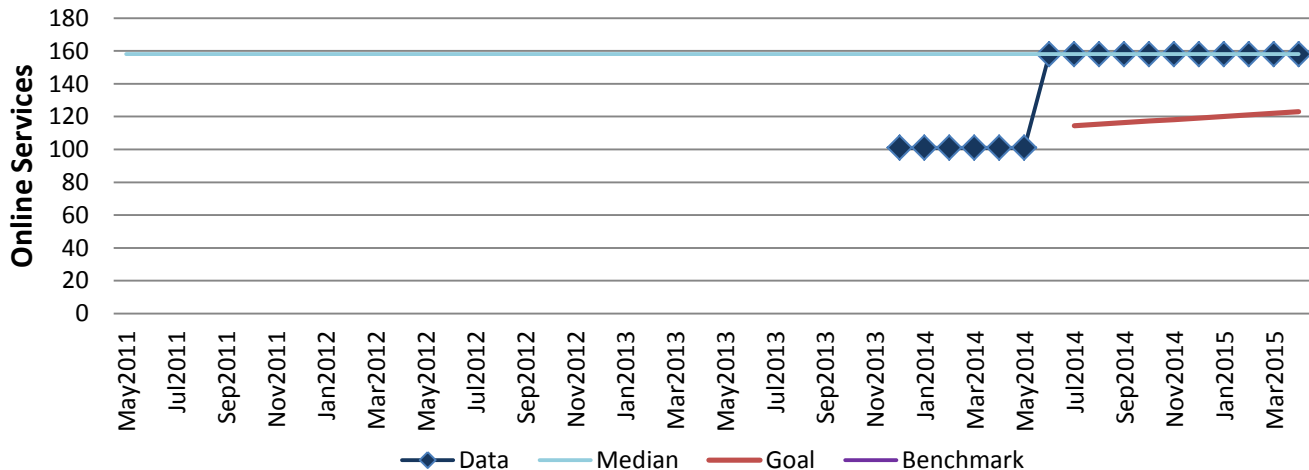
LouieStat

KPI Owner: Debbie Lowery | **Process: Performance Improvement**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 104 services online prior to FY 2013 Goal: Increase online services by 10% annually Benchmark: TBD	Data Source: # of serv on Louisvilleky.gov Goal Source: Mayor & Dept Strategic Plans Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The total cumulative number of datasets posted to the open data portal Why Measure: make sure we are continually improving customer exper. Next Improvement Step: Work with departments to incorporate this metric into their LouieStats as they identify and add new online services

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
1,187 Online Services	**1,839** Online Services	🚦(green)	**123** Online Services	**158** Online Services	🚦(green)

Total Number of Online Services
158 Online Services Total

⬆ Good

Legend: ◆ Data — Median — Goal — Benchmark

May2014-Apr2015 Total Online Services by Department (Top 10)

Codes & Regs	LMPD	LFPL	MAS	MetroCall	PHW	PARC	Parks	EGI	CSR
20	15	15	10	10	9	8	7	6	6
13%	9%	9%	6%	6%	6%	5%	4%	4%	4%

Legend: Number — Cumulative % — ◆ Individual %

Report Generated: 06/05/2015 | Data Expires: 06/09/2015